

MINUTES OF THE  
MAG 9-1-1 OVERSIGHT TEAM MEETING

August 26, 2004  
MAG Office Building, Palo Verde Room  
Phoenix, Arizona

MEMBERS ATTENDING

* Harry Beck, Mesa Fire Department, Chair	Tom Melton for Helen Gandara-Zavala,
Jim Higgins for Mark Burdick, Glendale	Scottsdale Police Department
Fire Department	Jay Spradling, Tempe Police Department
Steve Werner, Maricopa County Sheriff's	# Toni Rogers for Lawrence Rodriguez, Tolleson
Office	Police Department
Mike Fusco, Emergency Management, Peoria	Vacant: Phoenix Fire Department
Dave Faulkner, Phoenix Police Department	

\* Those members neither present nor represented by proxy.

# Attended by telephone conference call.

+ Attended by videoconference call.

OTHERS PRESENT

Valerie Day, MAG	Liz Hunt, Phoenix Fire Department
Mary Dysinger-Franklin, Phoenix Fire Dept.	Susan MacFarlane, Phoenix Fire Department
Dave Eaton, Phoenix Fire Department	Mary Millard, Maricopa County Sheriff's Office

1. Call to Order

The meeting was called to order by Acting Chairman Jay Spradling, Tempe, at 2:00 p.m. Mr. Spradling introduced proxies for the meeting: Toni Rogers for Larry Rodriguez, participating via telephone conference call, Tom Melton for Helen Gandara-Zavala, and Jim Higgins for Mark Burdick.

2. Call to the Audience

An opportunity is provided to the public to address the 911 Oversight Team on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the Oversight Team requests an exception to this limit. Opportunities for comment on items posted for action are provided at the time the item is heard. Acting Chair Spradling noted that no public comment cards had been turned in.

3. Approval of the October 23, 2003 Meeting Minutes

Steve Werner moved to approve the minutes of the October 23, 2003 meeting. Mike Fusco seconded, and the motion carried unanimously.

4. MAG FY 2006 PSAP Annual Element/Funding Request and FY2006-2010 Equipment Program

No requests were received for public comment.

Susan MacFarlane reviewed the FY 2006 funding request. She said that items included a CTI upgrade for Paradise Valley Police Department. Ms. MacFarlane noted that with the upgrade, all PSAPs will have been upgraded to CTI with the exception of El Mirage. This was delayed because consideration was being given to a possible change in location. Ms. MacFarlane stated that the funding request includes a logging recorder for Maricopa County Sheriff's Office. In addition, the Phoenix Police Department is requesting CTI at a second site because they are running out of space at the current site. Ms. MacFarlane noted that they are building another facility in 2012-13.

Ms. MacFarlane reviewed the FY 2006-2010 Equipment Program. She noted that most of the items are for additional positions, due to growth. Ms. MacFarlane said that five year support for hardware and software has been purchased, so the costs will be leveling off. She stated that at its meeting in July, the MAG 9-1-1 PSAP Managers Group recommended approval of the MAG FY 2006 PSAP Annual Element/Funding Request and FY 2006-2010 Equipment Program, and the request for 9-1-1 operating funds for submittal to the Arizona Department of Administration. Ms. MacFarlane added that costs for Phase I and Phase II are being tracked by the state and are not parceled out to each individual 911 system.

In response to Mr. Spradling's question, Ms. MacFarlane noted that ADOA includes a ten percent increase in the service costs.

Mr. Melton asked if the maintenance cost for Rural Metro would be decreasing because they will no longer be the provider to Scottsdale. Ms. MacFarlane replied that this issue would require discussion with Rural Metro.

Mr. Werner moved to recommend approval of the MAG FY 2006 PSAP Annual Element/Funding Request and FY 2006-2010 Equipment Program and the request for 9-1-1 operating funds for submittal to the Arizona Department of Administration. Mr. Fusco seconded, and the motion carried unanimously.

5. Wireless Phase I and II Implementation

Ms. MacFarlane provided an update on the status of implementing Phase I and Phase II in the MAG region. She reported that the Legislature wants GITA to conduct a review of the 911 program and expenditures. Ms. MacFarlane said that another meeting is scheduled for next week. She advised that there has been discussion to return the \$15 million that has been taken from the 911 fund over the past two years.

Mr. Werner asked the process for recovery of the funds. Ms. MacFarlane replied that the state would do projections for the next ten years. Where a deficit was shown to begin in 2008 would be pushed out farther. She explained the reduction in the monthly tax rates paid by telephone customers.

Ms. MacFarlane updated members on the implementation of wireless. She said that after the RFP process for a selective router, CML was selected and the contract process has been completed. The

kickoff is scheduled for the week of September 13th. Ms. MacFarlane explained that after the detailed design work is completed, the request for service letters for Phase I and Phase II will be sent to providers. She said that the letters will probably go out around October, after all preparations are completed. She noted that according to FCC rules, carriers have six months to provide service. Ms. MacFarlane added that the carriers are allowed to ask for extensions, however, historically this has not been an issue. In addition, the carriers are aware that this is coming.

6. Transition to Self Maintenance of the 911 Equipment

Ms. MacFarlane stated that the transition to self maintenance was completed July 1 and has gone extremely well. She explained that one concern was staffing the service line after hours. Ms. MacFarlane stated that the City of Scottsdale stepped up and volunteered to take these calls. She noted that 80 calls were received during the first month, which has decreased slightly in August. Ms. MacFarlane said that the technicians have been spending time fixing ongoing problems that had not been addressed by Qwest. Mr. Melton stated that the process has been working well and it takes a short time to process a call. Ms. MacFarlane commented on recent incidents that have created vacancies including activation of one technician to Afghanistan and relocation of another to Vermont. She said that interviews are being conducted.

7. Community Emergency Notification System Update

Liz Hunt, the Community Emergency Notification System (CENS) Manager, provided an update on the CENS program. She provided members with a chart that showed CENS activations.

Mr. Werner commented that more education and coordinated efforts are needed to be properly prepared for disasters. He explained that during the recent Sun Lakes activation, much misinformation was sent out. Mr. Werner also noted that when CENS is activated, agencies need to have sufficient resources available to handle the incident.

Ms. Hunt commented on the activation by Scottsdale for the missing Alzheimer's patient. She said that it was impressive the way that residents in the activation area came out at 10:00 p.m. at night to search for the patient. Ms. Hunt said that public service announcements are running on Channel 11s and brochures that have been distributed to educate the public on CENS. She noted several past events and future events in which she explains CENS to the public.

Mr. Melton invited Ms. Hunt to attend Public Safety Days in Scottsdale. Mr. Spradling stated that a multi-agency drill was scheduled on October 2nd. He commented that a small neighborhood activation could be tested then. Mr. Higgins stated that a drill will also take place in Glendale that day. Ms. Hunt stated that a Palo Verde Nuclear Plant test using CENS is planned.

8. MSAG/GIS/Mapping

Dave Eaton, the 911 GIS Manager reported on the GIS/MSAG projects and plans for deploying Mapped ALI. He said that Positron was selected for Mapped ALI. On-site surveys were conducted in February to determine the PSAPs' equipment preferences. Mr. Eaton stated that space is a challenge at all PSAPs and several have indicated they want monitor stands that take up less space. He stated that installations were completed July 2nd. Mr. Melton commented that the installation

went quite well and felt it was a good tool. He said that he has noticed more and more staff using the equipment. Mr. Eaton commented that the discrepancy management system was one of the reasons that Positron was selected. This system allows changes to be made quickly. Mr. Eaton indicated that the system will be capable of displaying additional layers for Pinal or Yavapai in Phase I and Phase II. He commented that what is thought of a luxury now will be integral once Phase I and Phase II are implemented. Mr. Eaton stated that a PSAP panel has been put together to discuss features.

Mr. Faulkner stated that the Phoenix dispatchers feel very positive about this tool. Mr. Melton commented on the improvements to correcting errors. Mr. Spradling stated that the display is very useful in setting perimeters. Ms. MacFarlane stated that dispatchers are gaining a comfort level and this is easing the transition.

It was noted that an increase in calls for patrol officers is anticipated once Phase II is implemented because the number and location of calls will then be known. Ms. MacFarlane stated that the PSAP panel will be discussing new problems associated with wireless. She said that the panel will bring recommendations to the PSAP Managers and Oversight Team and on through the committee process. Mr. Melton stated that it all comes down to the policy set by cities on follow up to abandoned wireless calls. Mr. Spradling noted that this will have implications for the PSAPs to return those calls. Ms. MacFarlane commented on overflow from wireless calls that flood the system during an incident then taper off. She said that the Emergency Services Interconnection Forum, which is a subcommittee of the Alliance for Telecommunications Industry Solutions recommended not to do rollovers, but use a fast busy or reorder. Ms. MacFarlane recounted an incident where a medical emergency call rolled over because of the high call volume during a monsoon storm. She noted that the incident illustrated that it is sometimes not best to have a person answer if help cannot be provided in a timely manner. Mr. Eaton stated that work is ongoing on the GIS Sharing Agreement.

The Oversight Team expressed their best to Chairman Beck during his recovery.

There being no further business, the meeting was adjourned at 2:53 p.m.